

HMOs with over 150,000 Membership

	Total Physician Encounters	Annualized Physician Encounters per 1,000 Members	Total Non-Physician Encounters	Annualized Non-Physician Encounters per 1,000 Members	Total Encounters	Annualized Encounters per 1,000 Members
Blue Cross and Blue Shield of MA HMO Blue, Inc.						
Office Visits	2,386,731	3,862.97	160,699	260.09	2,547,430	4,123.06
Ambulatory Surgery	128,679	208.27	0	0.00	128,679	208.27
Observation Day	3,430	5.55	0	0.00	3,430	5.55
Emergency Room	111,485	180.44	0	0.00	111,485	180.44
Total Outpatient Non-Behavioral Health Utilization	2,630,325	4,257.23	160,699	260.09	2,791,024	4,517.32
Boston Medical Center Health Plan, Inc.						
Office Visits	1,230,208	4,085.74	446,331	1,482.34	1,676,539	5,568.08
Ambulatory Surgery	46,447	154.26	2,661	8.84	49,108	163.10
Observation Day	3,360	11.16	3,186	10.58	6,546	21.74
Emergency Room	97,939	325.27	96,941	321.96	194,880	647.23
Total Outpatient Non-Behavioral Health Utilization	1,377,954	4,576.43	549,119	1,823.72	1,927,073	6,400.15
Fallon Community Health Plan, Inc.						
Office Visits	540,934	3,568.67	107,511	709.28	648,445	4,277.95
Ambulatory Surgery	32,549	214.73	7,574	49.97	40,123	264.70
Observation Day	7,430	49.02	1,545	10.19	8,975	59.21
Emergency Room	46,417	306.22	7,750	51.13	54,167	357.35
Total Outpatient Non-Behavioral Health Utilization	627,330	4,138.65	124,380	820.56	751,710	4,959.21
Harvard Pilgrim Health Care, Inc.						
Office Visits	1,246,876	5,158.09	583,314	2,413.06	1,830,190	7,571.15
Ambulatory Surgery	39,560	163.65	2,390	9.89	41,950	173.54
Observation Day	0	0.00	4,475	18.51	4,475	18.51
Emergency Room	41,502	171.69	9,130	37.77	50,632	209.45
Total Outpatient Non-Behavioral Health Utilization	1,327,938	5,493.43	599,309	2,479.23	1,927,247	7,972.65
Neighborhood Health Plan, Inc.						
Office Visits	1,455,111	4,576.79	895,154	2,815.55	2,350,265	7,392.34
Ambulatory Surgery	34,832	109.56	0	0.00	34,832	109.56
Observation Day	7,538	23.71	0	0.00	7,538	23.71
Emergency Room	175,570	552.22	0	0.00	175,570	552.22
Total Outpatient Non-Behavioral Health Utilization	1,673,051	5,262.28	895,154	2,815.55	2,568,205	8,077.83
Tufts Health Public Plans, Inc.						
Office Visits	762,335	3,194.78	57,519	241.05	819,854	3,435.83
Ambulatory Surgery	56,283	235.87	1,833	7.68	58,116	243.55
Observation Day	8,727	36.57	151	0.63	8,878	37.21
Emergency Room	145,369	609.21	991	4.15	146,360	613.36
Total Outpatient Non-Behavioral Health Utilization	972,714	4,076.43	60,494	253.52	1,033,208	4,329.95
Tufts Associated HMO, Inc.						
Office Visits	1,940,617	6,180.51	227,583	724.81	2,168,200	6,905.32
Ambulatory Surgery	94,753	301.77	3,877	12.35	98,630	314.12
Observation Day	3,031	9.65	0	0.00	3,031	9.65
Emergency Room	102,280	325.74	812	2.59	103,092	328.33
Total Outpatient Non-Behavioral Health Utilization	2,140,681	6,817.67	232,272	739.74	2,372,953	7,557.42

HMOs with under 150,000 Membership

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Aetna Health Inc.						
Office Visits	39,820	32,601.49	10,448	8,554.00	50,268	41,155.49
Ambulatory Surgery	1,496	1,224.81	473	387.26	1,969	1,612.06
Observation Day	272	222.69	121	99.07	393	321.76
Emergency Room	1,258	1,029.95	1,728	1,414.75	2,986	2,444.70
Total Outpatient Non-Behavioral Health Utilization	42,846	35,078.94	12,770	10,455.07	55,616	45,534.01
CeltiCare Health Plan of Massachusetts, Inc.						
Office Visits	93,505	2,332.46	108,914	2,716.83	202,419	5,049.29
Ambulatory Surgery	287	7.16	123	3.07	410	10.23
Observation Day	1,000	24.94	222	5.54	1,222	30.48
Emergency Room	26,730	666.77	37,910	945.66	64,640	1,612.43
Total Outpatient Non-Behavioral Health Utilization	121,522	3,031.34	147,169	3,671.10	268,691	6,702.43
ConnectiCare of Massachusetts, Inc.						
Office Visits	12,024	5,729.35	3,519	1,676.78	15,543	7,406.13
Ambulatory Surgery	559	266.36	0	0.00	559	266.36
Observation Day	16	7.62	0	0.00	16	7.62
Emergency Room	359	171.06	0	0.00	359	171.06
Total Outpatient Non-Behavioral Health Utilization	12,958	6,174.40	3,519	1,676.78	16,477	7,851.18
Health New England, Inc.						
Office Visits	485,013	4,278.28	84,672	746.89	569,685	5,025.16
Ambulatory Surgery	20,511	180.93	0	0.00	20,511	180.93
Observation Day	2,090	18.44	0	0.00	2,090	18.44
Emergency Room	33,212	292.96	0	0.00	33,212	292.96
Total Outpatient Non-Behavioral Health Utilization	540,826	4,770.60	84,672	746.89	625,498	5,517.49
Minuteman Health, Inc.						
Office Visits	1,637	1,168.62	183	130.64	1,820	1,299.26
Ambulatory Surgery	86	61.39	0	0.00	86	61.39
Observation Day	11	7.85	0	0.00	11	7.85
Emergency Room	54	38.55	0	0.00	54	38.55
Total Outpatient Non-Behavioral Health Utilization	1,788	1,276.42	183	130.64	1,971	1,407.06

Total Physician Encounters: 11,469,933

Total Physician Encounters: 2,869,740

Total Encounters: 14,339,673